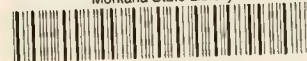


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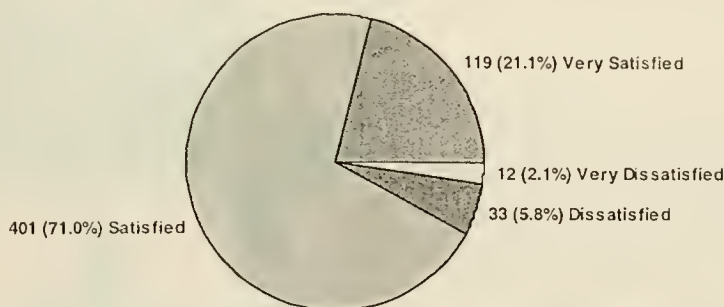
92.1% of Policyholders are Satisfied or Very Satisfied with the State Fund

June  1997

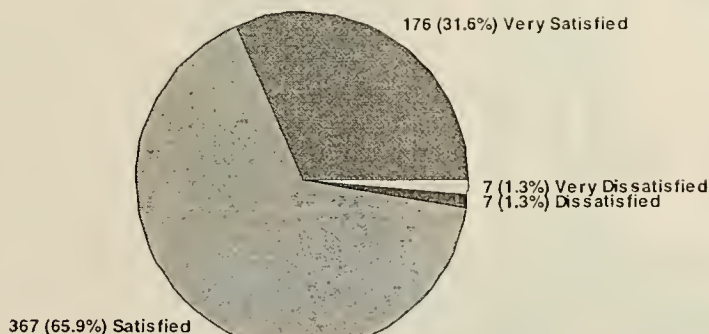
The 1997 Customer Satisfaction Survey was mailed in April to 3,313 State Fund policyholders. A random selection of 3,000 policyholders with premium less than \$25,000 received the survey, as well as 313 policyholders with premium greater than \$25,000. Six hundred-twenty policyholders responded (18.73% return). The survey was developed, administered and tabulated in-house.

Contact Aidan Myhre or Shannon Copps for complete survey results.

36. Overall level of satisfaction with State Fund TODAY?



7. Friendliness of CSU staff.



Graphs continued on page 3.

State Fund/Producer Partnership off to a Successful Start

By Jay Phillips

On June 3, 1997, the State Fund set a new course in workers' compensation insurance. We kicked off our partnership with licensed insurance producers. This enables them to submit applications directly to the Fund.

Seven staff members presented information to 120 producers during an eight-hour session held at the Park Plaza. Carl Swanson opened the session while Michael Glass, Christy Weikart, Jay Phillips, Lanny Hubbard, Jim McCluskey, and Azmi Salaymeh also presented information. Producers toured the State Fund during the lunch break.

Continued on page 4.

Year-End All Employee Meeting

Plan to attend one of the July 23 all employee meetings held at the Park Plaza (Elkhorn Room). They are scheduled for 9-11am and 1-3pm. We will review the approved FY98 Strategic Business Plan and other financial results. See you there!

PRESIDENT'S MESSAGE

What remarkable improvement we've made! It is exciting for me to see the most recent policyholder satisfaction and closed claim survey results. Often times, we do not have the opportunity to witness the results of our hard work and dedication. The survey results, however, are clearly an example of how each year we measure our improvements and acknowledge all State Fund employees for their commitment to deliver quality customer service. As we continue to build on our organizational strengths with new technology and business enhancements, it is the people involved who truly make us successful.

With the results of the survey in hand to measure the health of the State Fund, another important element of our organizational well-being is the health of our employees. After our long winter, this summer is certainly a time to enjoy family picnics, walks down the mall, and time outdoors.

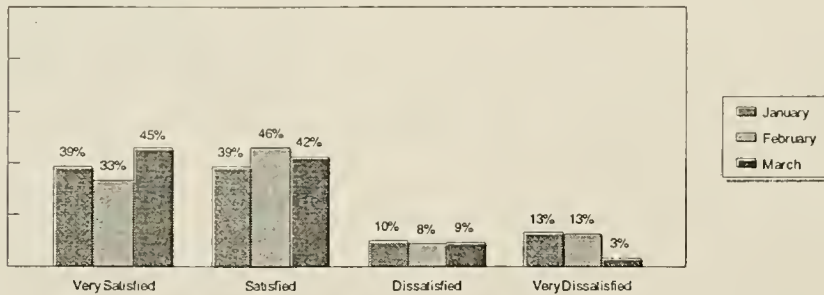
As we conclude this fiscal year, I want to thank you for your dedication and hard work. Today's outlook is bright and sunny with an extended forecast for more fabulous days!

Enjoy the summer.

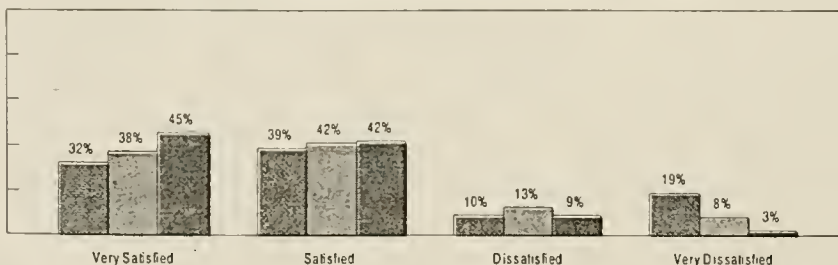
Closed Claim Survey

Each month, we mail a survey to all claimants who have an indemnity claim closed. The survey evaluates the claimant's satisfaction with the overall claim process. The survey is developed, administered and tabulated by the Communications Department.

Courtesy and professionalism of claim staff.



Knowledge and competency of claim staff.



KUDOS KOLUMN

Kudos to Kathy Devereux

Lesley Barrett sends kudos to Kathy for all of the compliments she receives from claimants on her quick turnaround of reimbursements. Lesley says Kathy is responsive, competent, and professional.

Kudos to Ester Grant

Underwriting Units 1 & 3 give a kudo to Ester Grant for the fine job she is doing in her new position in Admin./Finance. Her speed in processing her work flow has helped them provide better service to our customers.

Kudos to Tom Fritch

Suzie Shute extends a kudo to Tom Fritch. During a recent visit, a policyholder spoke very highly of Tom and was happy to have him as a claim adjuster.

Kudos to Valarie Bender

Claimant Tom Snowden indicated high praise for the State Fund; he gave Valarie Bender special mention. He stated, "Valarie is efficient, compassionate, fair, and has treated my case with respect." Good job Valarie!

Kudos to the CSU

Shannon from Missoula Radiology complimented the CSU on their professional and competent service.

Kudos to Mitzie Saltzman

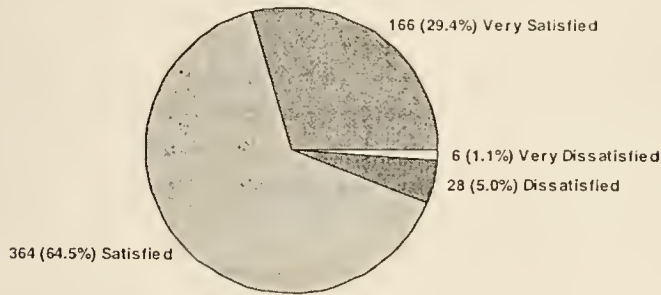
Bonnie from Clem's Garage called to thank Mitzie for the quality customer service she provided.

We need to know . . .

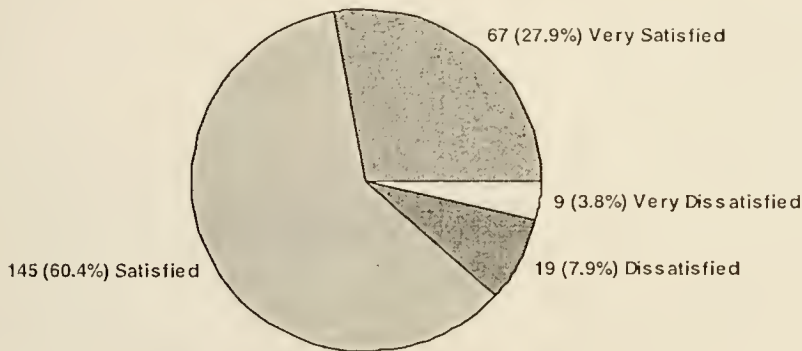
Given intranet access for all State Fund employees, would you prefer to read the *Guardian* on the intranet or from a hard copy?

Please zip your responses to Shannon Copps or Aidan Myhre. Thank you.

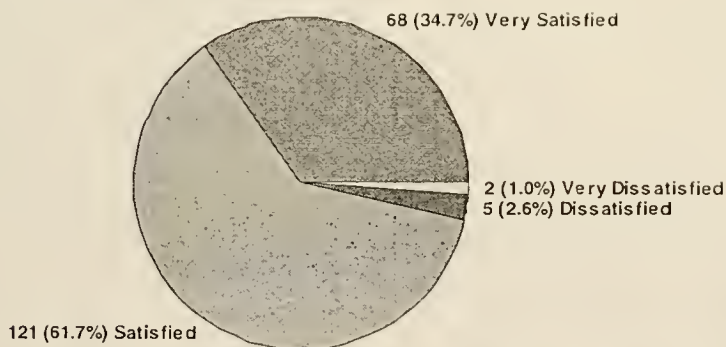
5. Helpfulness of policy services staff.



8. Helpfulness of audit staff.



23. Claim staff expertise.



Baby Block

By Charlie Adams



Congratulations to Dan and Shawn Whyte. They are the proud

parents of a baby boy, Thomas Connor, born on April 5.

Blaine and Cindy Gilbert also had a boy join their family. Treyton Blaine was born on May 7.

Special Activities Update

By Kathy Rowsey

The special Activities Committee would like to thank all of the State Fund employees for supporting our fundraisers. We are always looking for suggestions on other activities. So please let one of the members know if you have a great idea.

We will be sponsoring breakfast items and ice cream sales throughout the summer, and don't forget about the summer picnic on August 30.

Thanks again for your support!

Kelly Stanley, Kim Burbridge, Kari Routzahn, Kathy Rowsey, Kelli Hargreaves, Vi Walchuk, and Helen Osterloth.



EMPLOYEE OF THE MONTH

Congratulations to Linda Harmon, Employee of the Month for May. As an Underwriting Tech Assistant, Linda's coworkers say she demonstrates superb teamwork skills. She takes the initiative on many projects and helps the entire department, not just her unit. She specifically helped Unit 5 in their efforts to clean up their filing while maintaining work in her own unit. Her coworkers say, "Linda's initiative helps us provide better customer service. We have up-to-date files and accessible information to quickly and accurately help customers." Thanks for the dedication and extra effort, Linda!

HUMAN RESOURCES

Personnel changes as of June 20, 1997

New Hires

Jeannie Glenn (Admin/Finance)
Kelli Hargreaves (Admin/Finance)
Jonathon Linder (MIS)
Sandy Leyva (MIS)



Departures

Melody Belcher (Claim)
Patti Fjelstad (Claim)
Stan Wells (Claim)
Tiffany Jeager (Claim)
Annette Satterly (Loss Control)
Wendi Waterman (Legal)
Wes Winden (Human Resources)

Three Ways To Be A Service Star

1. Think of yourself as the CEO of your portion of the company's operation.
2. Add your own unique touches to the job.
3. Consider your own experiences as a customer.

The *Guardian* masthead is printed at the Publications and Graphics Bureau, Procurement and Printing Division, Department of Administration, Helena, MT. The newsletter is copied at the State Fund. Printing and copying costs for this document are available from the Administrative Support Director, State Fund, P.O. Box 4759, Helena, MT 59604-4759.

Letters to the Editor will be accepted from current State Fund employees and are to be submitted to the Editor no later than the last Monday of each month. The employee's name, section and department and phone number must accompany the letter. Letters deemed inappropriate to the goals and objectives of the *Guardian* or the State Fund will be returned to the author with an explanation of denial.

Letters to the Editor do not reflect the policy or official positions of either the Board of Directors or the management of the State Fund.

Editor: Andie Myhre, Director, Industry and Consumer Affairs, Managing Editor and Layout
Shauna Swan, Photo Information Specialist. Call 444-5782 with comments or suggested articles for the *Guardian*.

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PROFILES



Vi Walchuk, Administrative Assistant, has been at State Fund for six months. She logs trouble calls and works on special projects. Her previous employment includes Nordstrom in California and Hanson & Granley in Ronan.



As Lan Manager Ed Benasky keeps the file servers up and running. He responds to computer troubles, and works on the Internet/Intranet pages. Ed has a degree in electronics and says, "I've wanted to be in computers for as long as I can remember." In his spare time, Ed enjoys gardening, cars, computers, computer games, and building models.



Stacy Ripple has been Lan Manager for one year. She provides user support and installs, upgrades, and maintains computer equipment. Stacy was previously an online support specialist for Iomega Corporation. She earned a degree in Information Systems and Technology and is a Certified Network Administrator.

Continued from page 1.

Producers will work with Unit 5, headed by Dan Glenny. Quotes for coverage are provided directly to producers, this allows Montana employers easier access to our services.

We look forward to this exciting partnership!

MIS

Dave Miller has been a Software Support Specialist for two years. He provides hardware/software support, maintains and creates electronic forms, performs research, and compiles data. His previous positions include a statistician and claim adjuster. Dave has one daughter and two sons.



Connie Brooks, Systems Administration Director, manages programming and the systems administration staff, as well as evaluates and maintains operation of systems and programs. Connie previously worked as a systems engineer for Delta Air Lines. She earned her degree in Electrical Engineering Technology and is a Certified Network Engineer.



Blaine Gilbert has been the Systems Operations Manager for a year and a half. He is the BIS production database administrator, AIX administrator, and assists the Director with distribution of work assignments. He is a certified Oracle Database Administrator.

As Senior Programmer Analyst, Tim Determan is involved with BIS batch and PAALS conversion. Tim was previously a programmer analyst for the State of South Dakota. He earned a degree in Computer Science and Business Administration from the University of Montana.